RAPIDS Self Service Instruction Sheet

673 FSS Customer Support Website: http://www.jber.af.mil/units/673fss/673fsscustomersupport/index.asp

RAPIDS Self Service Website: https://www.dmdc.osd.mil/self_service/ NOTE: In order to use this site, you must use your CAC.

PURPOSE: Maintain your DEERS information and digitally sign a DD Form 1172-2 (Request for dependent ID Card)

1. Click **RAPIDS Self Service** link or enter the link into your internet browser

2. Click **Sign On**

3. Click **Ok**

4. Click **Login** below Common Access Card (CAC)

5. Click **Contact Information**. Verify Residence Address, Mailing Address, Telephone Numbers, and Email Addresses. If updates are required, click **Edit** on the particular category and complete your updates. NOTE: Your duty email must be your email for life not your specific base email address.

6. Click on **Family Members**

7. Click on a dependent below Family Member Details. NOTE: You can only request one DD Form 1172-2 at a time; you will have to repeat steps 7-12 for each additional dependent.

8. Verify Residence Address, Mailing Address, Telephone Numbers, and Email Address. If updates are required, click **Edit** on the particular category and complete your updates.

9. Click **Request 1172-2**

10. Click **I agree and confirm the information above is correct** and then click **I Certify**

11. Allow privacy act statement to load and then click **I Agree**

12. Lastly and most importantly, your dependent MUST present the esigned form you just created when they come into Customer Service. Please email, fax, mail, etc this document to them and instruct them to bring this form when they come to get their new ID Card along with two forms of ID.

We highly encourage all customers requiring an ID Card to book an appointment through our online appointment website at https://rapids-appointments.dmdc.osd.mil/.